Unit 3 Provide technical support and supervision

Description

This unit is about the practical skills and theoretical knowledge required to provide a range of technical and personal development support to colleagues. It focuses on the coaching, support and supervision of colleagues and therefore requires the candidate to be competent in current vehicle technology and systems.

In order to achieve this unit the candidate is required to demonstrate they can combine a theoretical knowledge of best practice coaching, support and supervisory techniques with the practical application of them in a technical context.

Learning outcomes.

The candidate must

1. Determine organisational and individual technical support needs.

2. Provide technical coaching, support and supervision to colleagues.

3. Evaluate technical knowledge and skills coaching, support and supervision programmes.

1.   Determine organisational and individual technical support needs

1.1   Analyse your organisations technical knowledge and skills needs

1.2   Analyse the current technical knowledge and skills capability of colleagues.

1.3   Produce a technical knowledge and skills gap analysis report.

1.4   Agree a technical knowledge and skills development programme with senior management.

2.   Provide technical coaching, support and supervision to colleagues

2.1   Understand the sources of technical knowledge and skills information available

2.2   Access technical knowledge and skills information

2.3   Agree with colleagues an individual technical knowledge and skills development programme

2.4   Develop technical knowledge and skills coaching, support and supervision programmes

2.5   Deliver technical knowledge and skills coaching, support and supervision programmes

3. Evaluate technical knowledge and skills coaching, support and supervision programmes

3.1 Determine the evaluation criteria (e.g. first fix, productivity, customer satisfaction, workshop utilisation, warranty claims)

3.2 Produce a word processed report comparing the potential before and after effects of technical knowledge and skills coaching, support and supervision programmes.

Assessment strategy

Candidates are required to complete 3 centre devised assignments to meet the requirements of the assignment evidence summary and learning outcomes. These assignments must be devised and marked in accordance with the City & Guilds centre devised assignment template.

Quality assurance

City & Guilds external verifiers will carry out sampling of candidates marked assignments to ensure compliance with the assessment and marking criteria.

Assignment Evidence summary

City&Guilds	HLQ
	Evidence Reference
Produce a technical knowledge and skills gap analysis report and make recommendations to senior management	
Develop a technical knowledge and skills coaching, support and supervision programme and present to colleagues	
Produce a word processed report comparing the potential before and after effects of technical knowledge and skills coaching, support and supervision programmes	

Unit assessment and verification declaration

Candidate declaration: I confirm that the evidence listed for this unit is authentic and a true representation of my own work.

Candidate name: …………………………………………………………….……………..……

Candidate enrolment number: …. ……………………………………………………...................

Candidate signature: …………….……………………….…………… Date: ………………………

Assessor declaration: I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name: …………………………………………………………………………..…….

Assessor signature: …………….…..…………………………….. Date: ………………….....

Countersignature: (if relevant) …………………………………… Date: …….…………….…

Internal verifier Declaration: (This section to be left blank if sampling of this unit did not take place.) I have internally verified the assessment work on this unit in the following ways (please tick):

?sampling candidate and assessment evidence

?observation of assessment practice

?discussion with candidate

?other – please state:

I confirm that the candidate's work meets the standards specified for this unit and may be presented for external verification and/or certification.

Internal verifier name: …………………………………………………………………………

Internal verifier signature: …………………….…………………… Date: ………….…………

Countersignature: (if relevant) …………………….……………… Date: ……………………….

Assessment assignment criteria

Provide Technical Support & Supervision

Key/Core skills signposting

Key Skills	Core Skills
Communication: C2.1; C2.2; C2.3	**Communication**: Access 3, Outcome 2 Intermediate 1, Outcome 3
Application of Number: N2.1	**Numeracy**: Access 3, Outcome 1 Intermediate 1, Outcome 2
Information Technology: IT1.1; IT1.2; IT1.3	**Information Technology**: Access 3, Outcomes 1, 2 and 3
Working with Others:	**Working with Others**:
Improving Own Learning and Performance: LP2.1; LP2.2; LP2.3	*No parallel unit.*
Problem Solving: PS2.1; PS2.2; PS2.3	**Problem Solving**: Intermediate 1, Outcomes 1, 2 and 3